

NEW YORK RELAY

NEWSLETTER

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"Captioned Telephone Service... Makes a Difference"

When Vernon Thayer, 91, started losing his hearing in his mid-30s, he was not surprised. The fifth of seven children, Vern grew up in a family with profound hearing loss including that of his father and his younger sister.

As Vern's hearing loss increased, technology kept up. His first hearing aid ran on a dry cell battery. He has had mobilization procedures, a stapedectomy, and in 2004 he underwent a cochlear implant.

Through it all, his upbeat personality combined with the love and assistance of family and friends convinced him that he was the "luckiest person in the world with hearing loss", except for one thing—he could not use the telephone in a way in which he was comfortable.

"I could hear, but not understand," he explains. So he just stopped using the telephone.

BUT ALL THAT HAS CHANGED!

Vern is now a very happy user of Captioned Telephone Service! "Captioned Telephone Service has made a great difference for me. And for my family, too," he says.

Captioned Telephone Service is one of the most recent services available to all New Yorkers through New York Relay. (see page 2)



Vern's wife of 65 years, renowned artist Harriet "Bing" Bingham Thayer agrees that Captioned Telephone Service has been a great addition for their family. Vern now takes charge of his own phone calls.

Extremely independent, Vern and Bing are active in their community, their church, and are involved with their family—two daughters and a son and their spouses and eight grandchildren.

"When I talk about how great Captioned Telephone Service is, people ask me, 'What's the big deal?' I tell them that for the first time, ever, I can hear *and* read what someone is saying on the telephone. *That's* the big deal!"



"I could hear,
but not understand."

— Vernon Thayer



New York Relay Services available to you...

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Anytime. Anyplace.

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Message from the Editor:

New Yorkers Welcome Captioned Telephone Service —



*Welcome to our
summer newsletter!
This has been an
exciting year so far.*

**Captioned Telephone
Service (CTS)** started
on January 1, 2007.

*New Yorkers all over the
State are benefiting from this great service.*

*If you can hear on the telephone, but can't
understand what is being said,*

Captioned Telephone Service is for you. Read
our cover story to learn how CTS has enhanced
the quality of Vern Thayer's life.

*Dr Bob Segalman is known as the "Father
of Speech-to-Speech." We are highlighting
Speech-to-Speech (STS) in this issue for a
very simple reason—not enough people know
about this incredible service. We want to change
that! Visit "Dr. Bob's" website for more valuable
information.*

*The **New York Relay Ambassadors** are keep-
ing busy! See page 4 to see what they have
been up to. And don't forget—you can request
that a Relay Ambassador visit your place of
business or organization—free of charge!*

I hope you are having a wonderful summer!

Mary Beth Mothersell, LMSW
editor

New York Relay Service Program Manager, New York State
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An Ideal "Telephone Solution" Provided as a service of New York Relay,
Captioned Telephone Service requires a special *CapTel*™-equipped phone in order to
place a call through the **New York Relay Captioned Telephone Service** center. The *CapTel*
phone works like any traditional phone with call-
ers talking and listening to each other, but with
one significant difference—captions are provided
live for every call. The captions are displayed
on the *CapTel* phone's built-in screen so the user
can read the words while listening to the voice
of the other party. This permits conversation to
flow more naturally, allowing for normal interrup-
tions and expressed emotions. As the user dials
the phone number of the person they wish to call, the *CapTel* phone automatically routes
their call through the **Captioned Telephone** call center and connects them to their called
party. At the call center, a specially trained operator uses a customized voice-recognition
computer and re-voices whatever is said by the called party. The voice-recognition software
transcribes the operator's voice into captions that appear on the bright display screen on the
CapTel phone for the user to read. The user also hears the other party's voice on the phone
to the best of their ability, just like any other amplified phone.

Captioned Telephone Service is available 24 hours a day, seven days a week, 365 days a
year, and there is no charge for the service. (Long Distance charges apply.)



Get Yours Today!

CapTel phones are available on a first-come, first-served basis, one per house-
hold at a cost of \$99 each (for a limited time only). This includes a no-risk 90-day
guarantee; if individuals are not completely satisfied, the phone can
be returned within 90 days for a full refund. To order a *CapTel* phone,
call 1.800.233.9130 or visit www.nyrelay.com. Just click on the photo
of the *CapTel* phone.

Speech to Speech Founder: Bob Segalman, Ph.D.

Dr. Bob Segalman, a Research Analyst with the California Department of Rehabilitation, has worked for the State of California in various capacities for the last 29 years. He is one of three Californians with profound cerebral palsy to hold an earned Ph.D. which was awarded him in 1972.

He is also the National Founder of the assistive technology known as Speech-to-Speech.

When Dr. Segalman began his career in 1972, one of his biggest difficulties was using the telephone. Due to his voice, which is at a whisper because his vocal cords do not work, it was difficult for people to understand him over the telephone.

Thanks to Dr. Segalman, great change has occurred since then.

In 1990, Dr. Segalman founded an assistive technology (AT) service called Speech-to-Speech (STS). STS is a type of relay service for people with difficulty being understood over the telephone (see sidebar).

Unfortunately, there are many people with disabilities who still do not use AT. Some people are unaware of what types of technology and services are available to them. According to Dr. Segalman, currently only 500 people in the United States use STS, but over 2 million people could benefit from this service if they knew it was available. Additional outreach and education would benefit everyone.

Dr. Segalman continues to work toward this goal. For more information about Dr. Segalman's ongoing efforts to promote telephone access service for Americans with speech disabilities, E-mail: drsts@comcast.net or visit www.speechoospeech.org



*“Currently only 500 people in the United States use STS,
but over 2 million people could benefit from this service
if they knew it was available.”*

Dr. Bob Segalman, Founder of the assistive technology, Speech-to-Speech

Speech-to-Speech (STS)

*Share It With
Someone You Know!*

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- Specially trained Relay Operators serve as the speech-disabled user's voice and repeat his/her responses to the called party.
- New York Relay's unparalleled equipment and exceptional STS operator training ensure that people with speech disabilities will be heard and understood.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of call placed
- As an added benefit, New York Relay can permanently establish your call type as Speech-to-Speech.
- For more information on New York Relay's Speech-to-Speech service, visit www.nyrelay.com

New York Relay Across the State

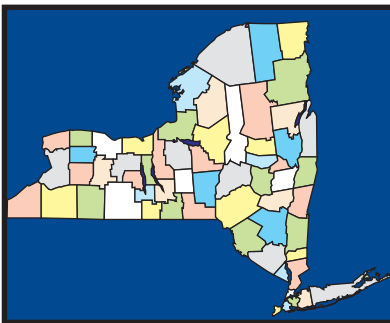
• Relay Ambassadors help promote and increase Relay awareness on a local and state level by providing outreach services across New York State—educating all New Yorkers about the services available through New York Relay.

- Relay Ambassadors meet with clubs and affiliates, businesses and agencies, professional groups, medical organizations, senior organizations, and advocacy groups.
 - Relay Ambassadors conduct public presentations, workshops, and seminars which include a history of the development of New York Relay.
- They also provide demonstrations of the services of New York Relay by making live Relay calls. There is no charge or fee for these presentations and demonstrations.

• Michael L. Cross, Jr. is New York Relay Ambassador for Erie, Niagara, Chautauqua and Cattaraugus counties. His contact information is: 1.800.317.1945 (voice); 1.716.689.2448 (TTY); StepOne23@hotmail.com

• Lori A. Taylor, serves as Ambassador for the counties of Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Orleans, Genesee, Wyoming, Onondaga, Cayuga and Cortland. Lori's contact information is: lori@deafworks.net

• Susan Demers Postlethwait coverage is state-wide as she focuses on independent living centers for the State of New York. Susan also works with Lori Taylor providing Ambassador support for the counties of Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Erie, Niagara, Chautauqua, Cattaraugus, Allegany, Orleans, Genesee, Wyoming, Onondaga, Cayuga and Cortland. Susan's contact information is: SDPNYRAP@aol.com



• Christine McCarthy Kovar is Ambassador for the counties of Cayuga, Onondaga, Cortland, Tompkins, Jefferson, St. Lawrence, Madison, Oswego, Tioga, Broome, Chenango, Oneida, Otsego and part of Monroe. Christine's contact information is: Whole ME, Inc. 315.685.1576 (voice/tty); wholemeinc@juno.com



• Deborah Pardi is Ambassador for the counties of St. Lawrence, Lewis, Oneida, Chenango, Otsego, Franklin, Clinton, Herkimer, Fulton, Montgomery, Schoharie, Delaware, Greene, Columbia, Sullivan, Ulster, Dutchess, Hamilton, Essex, Warren, Saratoga, Schenectady, Rensselaer, and Albany. Her contact information is: 877.709.5776, 1, ext. 997822 (Voice); 315.866-6036 (TTY/Fax/Videophone); DebPardi57@aol.com

• Sandie E. Clark is Ambassador for the counties of Warren, Washington, Saratoga, Hamilton, Essex, Schenectady, Albany, and Rensselaer. Her contact information is: 518.744.4433 (voice); hearingclark@hotmail.com

• Joshua Finkle is Ambassador in New York City (Manhattan, Queens, Brooklyn, Bronx, and Staten Island) Long Island, and Westchester County. Joshua's contact information is: c/o Deaf & Hard of Hearing Interpreting Services, Inc., 718.433.1092 (voice); 718.392.3372 (TTY); joshua.finkle@dhisnyc.com

• Mary Kay Adams, is also Ambassador in New York City (Manhattan, Queens, Brooklyn, Bronx, and Staten Island) Long Island, and Westchester County. Mary Kay's contact information is: c/o Deaf & Hard of Hearing Interpreting Services, Inc., 718.433.1092 (voice); 718.392.3372 (TTY); MK.Adams@dhisnyc.com

Pictured left to right: Susan Demers Postlethwait, Lori Taylor, and Mary Beth Mothersell attending the recent DeafNation Expo in Rochester, NY.



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